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CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: PLAN CHECK MANAGER

DEFINITION

Under direction to plan, develop, organize, implement and proactively monitor systems, procedures, practices, and customer service standards related to the processing of plan check cases in all City departments; to identify and resolve customer and process problems; and to perform related duties as required.

REPORTS TO: Planning Director

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Planning Director and Deputy City Manager. Exercises general supervision over professional, technical, and administrative support staff.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Indirectly supervises all City staff involved in checking plans for compliance with laws, codes, ordinances and regulations, and the Citywide plan check process. Ensures staff meet and respond to the City's customer service objectives, standards and goals and are following City procedures and policies.
- Pro-actively manages and coordinates plan check activities in all City departments to ensure timely and thorough processing of submitted plans.
- Develops and/or monitors computer systems to track the progress of plan check cases, pro-actively monitors the progress, and ensures all staff are completing work within prescribed deadlines.
- Ensures that information on plan check and related matters is readily available to developers, architects, engineers, contractors, and the general public; personally meets with customers to facilitate the plan check process.
- Assist the public either by telephone, electronically, in person, or in writing with inquires or information related to the status of plan check cases.
- Meets with the public or other City staff to review the status of plan check activity.
- Prepares and presents verbal and written reports on plan check activity; recommends procedural changes and clarifications.
- Addresses complaints regarding the plan check process and working with pertinent City departments, takes or directs corrective action.
- Attends community meetings and makes oral and written presentations on the plan check process.
- Takes a lead role in specifying requirements for, implementing and maintaining an automated permit processing system.
- Review plans for compliance with state and local codes.
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Exemplary customer service techniques.
- Building, plumbing, electrical, mechanical, and related codes and regulations, including the Uniform Building Code.
- Methods, practices, materials and safety hazards associated with construction, remodeling, and repair of building structures.
- Principles, practices and procedures related to processing plan check cases.
- Methods, materials, techniques, and practices employed in plan review.
- Principles and practices of organization, administration, and human resource management.
- Organization and functions of the various City departments, trades, and organizations involved in the construction process.
- Computer systems and their application to plan check processing.
- Principles and practices of records management.

Ability to:

- Be able to work with others in a friendly and facilitative manner.
- Handle multiple projects simultaneously and bring them to a timely conclusion.
- Communicate clearly and concisely, orally and in writing.
- Plan, organize and supervise the operations related to the plan check process.
- Understand and interpret building plans and specifications.
- Examine plans and specifications to determine compliance with appropriate codes.
- Resolve problems and deal effectively with the general public, contractors, developers, architects, engineers, representatives from public agencies, and all City Departments.
- Effectively work with multiple City departments to resolve problems.
- Conduct research, analyze data and make recommendations.
- Provide exemplary customer service.
- Operate a personal computer and applicable software programs.
- Select, supervise, train and evaluate professional, technical, and administrative support staff.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited college or university with a Bachelor's degree in architecture, urban planning, public or business administration, environmental science, or a closely related field.

Experience: Four years of progressively responsible work in a private or public agency involved in regulatory functions or permit processing involving a high level of public contact. Two years of direct experience supervising staff in a regulatory or permit processing environment with customer service responsibilities.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

Possession of a current certification as a Plans Examiner from the International Conference of Building Officials (ICBO).

Possession of a current certification as a Building Official from Council of American Building Officials (CABO) is desirable.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Plan Check Manager

TO: Assistant Building Official and/or Building Official